

## **E-Government Services RFP**

### **Bidder Questions and Responses**

#### **Questions submitted by Alabama Interactive**

1) Sections II.1(c) and II.1(4) state that the vendor must disclose and describe third party relationships and involvement. Does the state want information about subcontractor relationships only, or would the state prefer a comprehensive list of all third parties proposed for products and services?

*Response:* The intent of these sections is to have the vendor disclose relationships such as parent company and subcontractor(s). Third party product providers, such as Microsoft, Google, etc., are not required.

2) Section II.2, Proposal Submission identifies an Exceptions section in Attachment E for the vendor to take exception to any section of the RFP, and Section II.1, Proposal Format, states that the Vendor must acknowledge compliance and acceptance of all mandatory requirements in writing for each item. Is the vendor permitted to include exceptions to any section of the RFP, or must exceptions be limited to specific non-mandatory clauses which are not identified by the words "shall" or "required"? Please clarify.

*Response:* The Vendor may take exception to any section of the RFP. Failure to identify specific exceptions to mandatory requirements may be cause for Vendor disqualification.

3) If a vendor takes exceptions in the response, will those exceptions be used in the evaluation of the proposal?

*Response:* Yes, exceptions to any section of the RFP will be used in the evaluation of the proposal.

#### **Questions submitted by CipherSoft Inc.**

1) Can you provide the present environments in which the migrated applications reside including language in which they are written?

*Response:* Applications run on Sun hardware under the Solaris Operating System. Applications are written in Java, Perl, and C. Oracle database. Apache web servers. HTML.

2) Are these applications all written in the same development environment?

*Response:* Yes

3) Can you provide approximate sizes of the applications in lines of code, size of application, etc.?

*Response:* Due to the modular nature of the code used, it would be virtually impossible to determine the lines of code for each application within our timeframe.

4) Do you have (and own) all source code for the applications that are to be migrated?

*Response:* The source code is in escrow and will become property of the State at the time the current vendor no longer supports the applications.

5) Can you please provide the projected timeline for completion of this project?

*Response:* The goal is to migrate all applications as quickly as possible. It would be the goal of the State to migrate all applications within a three to six month period.

6) Do these applications have interdependencies or are they stand-alone?

*Response:* The applications do share code modules. Functionally they are stand-alone.

7) Will these applications utilize the same database environment in the newly migrated environment or will databases be migrated as well?

*Response:* The awarded vendor may choose the database they use as long as it can exchange data with all of the customer agencies' databases.

8) Do these applications have any dependencies on particular hardware or software requirements (i.e., specific application servers, etc.)?

*Response:* No

9) Do you have a specific requirement for the new environment in which the applications will operate such as hardware or software?

*Response:* No

#### **Questions submitted by HDI Solutions, Inc.**

1) Who is the current vendor for these services?

*Response:* Alabama Interactive, a wholly owned subsidiary of NIC

2) When will the existing contract expire?

*Response:* The contract has expired and the State is operating its E-Government initiative under an emergency continuation of services.

3) Please provide a copy of the contract and any associated documents.

*Response:* These documents are posted at: <http://www.alabama.gov/online services/egov-contractdocs.php>

#### **Questions submitted by Tier Technologies, Inc.**

1) What level of commitment will agencies be expected to devote to application development?

*Response:* Agencies have shown a very high level of commitment and we expect them to continue.

2) Will vendor, as the Merchant, have the flexibility and authority to choose the credit card processor to be used in the execution of the payment processing portion of contract?

*Response:* Yes

3) How long has the State engaged with the current vendor in the self funded model and why did the State not extend the current contract.

*Response:* Three years. The State's competitive bid law limited the contract to three years.

4) Is the current vendor eligible to respond to this RFP?

*Response:* Yes

5) How many applications does Alabama expect the vendor to implement?

*Response:* Migration of all existing applications plus all future applications requested by agencies.

6) Is there an expectation for how many of each of the four categories of services will be represented?

*Response:* No

7) How much direction does Alabama expect from the vendor as to which services to implement?  
-- Is there a set of services that has already been defined, or is the vendor expected to work with the agencies to identify potential needs for applications?

*Response:* There are services that we know will be put online; however, we will expect the vendor to assist us in identifying other potential applications. In a self funding environment, this helps the State and the vendor.

8) Are there any Revenue sharing arrangements between the State and current vendor? If so, what are the dynamics of the arrangements?

*Response:* No

9) If there are no current revenue sharing arrangements between the State and the current vendor, does the State have any preferences on the type of arrangement the State would like to pursue.

*Response:* No preference at this time. Will be part of contract negotiations.

10) At what point in application development will the specific funding model be determined?  
(Subscription fee/agency absorb/constituent bears)

*Response:* Normally this is decided in the first meeting between the vendor and the agency.

11) Section II.2 states that the chosen vendor will be responsible for the migration/conversion of existing eGovernment applications? What is the maintenance agreement on these with the current vendor? Will the new vendor acquire the existing funding models that are used to support these applications?

*Response:* The current vendor will continue to maintain, host, and receive the revenue from each existing application until that application is converted. Yes, the new vendor acquires the existing funding model used to support these applications.

12) Are there any Revenue sharing arrangements between any corporate level agent of the State (Wal-Mart, K-Mart) and the current vendor? If so, what are the dynamics of the arrangements?

*Response:* Yes. Wal-mart, K-Mart, and independently owned agents share their issuance fee, paid by the Department of Conservation and Natural Resources, with the current vendor. This is payment for use of the point-of-sale hunting and fishing license system.

13) Does the state use a content management system for existing agency pages? Is the vendor expected to perform web design consulting in the content management system?

*Response:* Some agencies may use content/context management software. The vendor is not expected to do agency web site consulting.

14) For each application type in Attachment A, please provide the following:

A) Which applications currently have fees associated with them.

*Response:* See chart below

B) What are the fee types associated with the application (per transaction cost, per convenience fee, per percentage rate, consulting)

*Response:* See chart below. In addition, there has been approximately \$47,000 of consulting work done through the existing contract.

C) What are the existing fee structures for each application, and any statutory or policy fee cap associated with each application

*Response:* See chart below. Statutory and/or policy fee caps do exist; however, they are too complicated to elaborate on in this arena. There are formulas involved in the calculation of some fees, etc.

Agency	Application and Fee Type	Fee Paid to Vendor/ Transaction
Architects, Alabama Board of	License Renewal	\$ 4.00
Bar, Alabama State	Membership Renewal	\$ 3.00
Banking Department	Renewal of Small-Loan License	\$ 4.00
	Renewal of Mini-Code License	\$ 4.00
	Renewal of Pawn Broker License	\$ 4.00
	Renewal of Mortgage License	\$ 4.00
	Renewal of Deferred Presentment License	\$ 4.00
Chiropractic Examiners Board	Renewal of License	\$ 4.00
	Licensee Verification	\$ 1.50
Conservation and Natural Resources	Online Hunting and Fishing Licenses	<=\$ 4.00
	Hunting and Fishing Licenses/Point-of-Sale	\$ 0.50 or 1.00
	Probate Court Point of Sale Hunting and Fishing Licenses	None
	Oak Mountain Bow Hunt Registration	\$ 1.00
	Outdoor Alabama Subscription	\$ 1.00
	Becoming an Outdoors Woman Registration	\$ 4.00
	Hunt Outdoor Alabama	None
	Bartram Canoe Trail Reservation	\$ 1.50
	Marine Resources Point-of-Sale	None
Environmental Management	Waste Water Operator License Renewal	\$ 2.00 or 3.00
Finance, Office of the CIO	Alabama.gov Portal	None
Motor Pool	Alabama InTouch (Constituent Notification)	None
	Fleet Vehicle Reservation	None
Home Builders Licensure Board	Initial Application Download and Payment	\$ 2.00
	License Renewal	\$ 4.00

Agency	Application and Fee Type	Fee Paid to Vendor/ Transaction
Industrial Relations	Merchant Services, Unemployment Filing	\$ 1.50
Insurance	Merchant Services (several applications)	3.5%
Alabama Board of Nursing	RN License Renewal	\$ 3.50
	Reinstatement of a Nursing License	\$ 3.50
	License Verification and Disciplinary Status Subscription Svc	
	Level 1	\$ 25.00
	Level 2	\$ 450.00
	Level 3	\$ 900.00
	Level 4	\$ 1,200.00
	Name and Address Change	None
	Duplicate License	\$ 1.50
	LPN Renewal	\$ 3.50
	Original Licensure by Examination	\$ 3.50
	Licensee Database Search and Download Subscription Service	\$ 50.00
	Original Licensure by Endorsement.	\$ 3.50
	License Verification for Individuals	\$ 3.00
Alabama Board of Pharmacy	License Renewal – Pharmacist	\$ 3.50
	License Renewal – Pharmacy Technician	\$ 2.50
	License Renewal – Pharmacy	\$ 4.00
	License Renewal – Mail-Order Pharmacy	\$ 4.00
	License Renewal – Institutional Pharmacy	\$ 4.00
	License Renewal -- Oxygen Supplier	\$ 4.00
	License Renewal – Manufacturer/Wholesaler	\$ 4.00
Public Safety	Electronic Access to Driver License Records	\$ 1.25
Public Service Commission	Supplemental Motor Carrier Authorization	\$ 4.00
Real Estate Commission	Renewal of Real Estate Licenses	\$ 3.50
	Broker/Agent Certification	\$ 2.00
	Instructor License Renewal (Provider)	\$ 3.50
	Mailing Labels	\$ 4.00
	Continuing Education Management	\$ 100.00
Revenue	Refund Status for Individual Income Tax	None
	Personalized License Plate Reservation	\$ 2.00
	Local Government Tax Collections Report	None
Secretary of State	Merchant Services	3% - 4%